

DEPARTMENT OF HUMAN RESOURCES
COMMUNITY SERVICES ADMINISTRATION
311 W. Saratoga Street
Baltimore, MD 21201
Control Number: CSA-05-01

CSA Information Memo

Effective Date: January 3, 2005

TO: Directors, Local Departments of Social Services
FROM: *John Kardys* Jenn Kardys, Acting Executive Director
RE: **Creation of IHAS-SSTA Registry for Services**

Background:

Over the past few years, resources have been reduced in all areas of service to adults. In some cases, budgets have remained the same but costs have increased, yielding reductions in units of service. Historically, those in need of In-Home Aide Services and Social Services to Adults (IHAS/SSTA) were placed on a waiting list, periodically visited, reassessed and served in order of their ranking score. The Office of Adult Services has been alerted to a recent statewide practice of not putting customers on the IHAS/SSTA waiting list because of an inability to make the required visits. The effect of this has been a false sense of reduction in the needs of the adult population. If the waiting list is artificially reduced, the Office of Adult Services cannot demonstrate statistically the numbers of customers in need and cannot correctly plan for this population.

The action described below modifies the use of the current Client Information System (CIS) project codes as funds are not available to make programming changes to the existing project codes.

Action Needed:

In order to accurately monitor customer need and generate accurate statistical information; the Office of Adult Services is modifying use of the CIS Project Codes for the IHAS/SSTA waiting list. This will allow the waiting list to be maintained within the framework of current resources. Procedures to clear the list of persons who have obtained service elsewhere, or no longer need service due to health improvement, relocation, death, etc. are also included.

Management Plan:

When staff receive a referral for IHAS/SSTA that is **not** critical in presentation (i.e. not an Adult Protective Services related referral), the customer information is collected on a standard referral document, a CIS-1 form is completed and a case is opened using the appropriate IHAS/SSTA waiting list project code.

- The state use box will contain the letter R, indicating registry status. This additional code indicates that a request for assessment/application has been made, not that the application has been accepted. Since the case is not technically opened at this time there is no required time frame for frequency of visits.
- If a customer has a ranking score from any source (including Health Department, Aging, DSS, etc.) that score will be entered into the local use boxes. [See Sample #1 Attached]

- When the CIS-1 form is completed for the registry:
 1. Status is A (active).
 2. State use Code is R.
 3. Local Use Code reflects the ranking score if an assessment has been completed.
 4. The application and acceptance dates are the same.
 5. The Worker ID is the Supervisor's Worker ID
 6. The Recon date is 12 months from the date of application.

At such time that staffing and other resources become available, a case is moved from registry status to a waiting list status. [See **Sample #2 Attached**]

- Using the Inquiry Screen to edit individual records:
 1. Change the R in the State Use Code to A.
 2. Change the Worker ID to the Worker who is assigned to the case.
 3. Change the Acceptance Date to reflect the actual date that you are accepting the case for the active waiting list.
 4. The application date remains unchanged.
 5. Update the Recon date as necessary.
- A waiting list case followed by R is then defined as a case on a registry. The waiting list requirement for visitation is not imposed. Customers are taken from Registry to Active status in chronological order. If a ranking score is entered in the local use boxes, they may be served based on that score.

Purging the Registry:

Periodically, the registry must be updated to prevent those no longer in need of service from remaining on the registry. Because a Recon date was entered when the registry request was opened, a list, generated on the A10S (by the Supervisor's ID), will be routinely available.

In some jurisdictions, it may be reasonable to place telephone calls to the individuals, while larger jurisdictions may make contact by mail. In either case, at least annually, the LDSS must determine the registry customer's needs. In some cases, customers may have died, moved, or do not require the service any longer. Such customers would be removed from the registry. In other cases, customer conditions may have worsened which might raise their ranking score to a level to receive services.

The purging of the registry is crucial in order to maintain accurate statistical information on those citizens of Maryland with unmet needs.

Inquiries:

If you have any questions, please contact Jeanne Anastasi, Director, Office of Adult Services at 410-767-7317, or Dorinda Adams, Program Specialist at 410-767-7323.

Cc: Jeanne Anastasi